Frequently Asked Questions

What is a Light Phone?

Light Phones are simple, unlocked phones with a few essential tools. Whether you need a break from your smartphone or are ready to ditch the smartphone for good, Light Phones are designed for going light, enjoying quality time free of distractions. It's about using the *right* tool for the job.

Learn more about using the Light Phone II

Learn more about Light Phone III

How does it work?

Light Phones are unlocked cell phones. They requires an active and compatible nano-SIM to function. The phone works standalone, without any need for an additional smartphone.

There is a dashboard website for managing your Light Phone, things like importing contacts to adding or removing the various tools that are available.

Light Phones can also be used as a complement to your existing smartphone, for taking a break and going light, either by swapping your SIM between devices, or by getting a second phone number for the Light Phone.

Note that iMessage will need to be disabled for iPhone users to ensure that your incoming messages come as SMS texts through the carrier and SIM card. We're sorry, but this is something out of our control because it is exclusive to Apple devices.

What are the color options?

The Light Phone II is available in two colors, black and light gray. These two colors match the lightest and darkest shades of the E-ink screen display.

The Light Phone III is offered exclusively in black.

Does it support group messaging?

Yes. *Light* Phones supports threaded group messages. You also have the option to add a custom name for the group or mute notifications from the group details page. Group messaging can be completely disabled (hidden from your recent activity) in the settings as well.

What is the battery life?

The battery life of the Light Phone II is approximately 1-2 days of 'light' regular usage. Long phone conversations, or using the phone as a hotspot, will drain the battery more significantly, as one might expect from smartphone use as well. Cell signal quality also has the biggest impact on battery life. The Light Phone II's battery size is 950mAh, which is much smaller than a smartphone battery which averages ~2,000mAh.

For the Light Phone III, we have nearly doubled the battery from 950mAh of the Light Phone II to 1800mAh. It is, however, too early for us to estimate any precise battery life at this stage. We are confident it should *last* through a full day of normal usage, and hopefully much more.

Will it work with my carrier?

Light Phones are unlocked. They are not limited to any specific carrier, as long as the SIM and carrier are compatible.

There are two models of Light Phone II, optimized for North America or the rest of the world (International Model). We designed Light Phone III as a single model that will work worldwide.

We've built a compatibility checker that will, at a high level, let you know if each phone is compatible with your region. We tried to verify the largest carriers in the region as well, but we highly recommend double-checking with your carrier where you plan to use the device before purchasing.

Compatibility Checker

We understand how confusing this can be. You can email support@thelightphone.com if you have any specific questions.

Technical specifications?

The Light Phone III
Check it out here

The Light Phone II
Network: 4G LTE (LTE FDD + VoLTE)
North American Model: B2, B4, B12, B13, B17, B25, B26
International Model: B1, B3, B5, B7, B8, B20, B28
(unlocked phone, carrier agnostic)

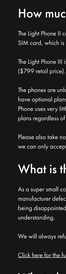
Screen: E-Ink
Dimensions: 95.83 x 55.85 x 8.75mm
Weight: 78g
Battery: 1-2 days of regular use; up to 7 days standby (950 mAh)
Operating System: Light OS
Connectivity: GPS, Bluetooth (4.2), Wi-Fi (802.11a/b/g/n)
Memory: 1GB RAM / 8GB ROM **Battery:** 950 mAh **S.A.R. Value:**
Head: 1.20 W/kg & Body: .52 W/kg
Charging Port: Micro USB
Waterproof: IPX3 (splash resistant)
Headphone Jack: Yes
Colors: available in black and light gray

What is an E-Ink Screen?

The Light Phone II uses a technology called "electronic paper," also commonly called E-Ink. It was made popular by e-reader devices like the Kindle. The screen is characterized by its low power requirements, high visibility & contrast, and wide viewing angle. When viewing the screen, there is no backlight like you would find on a smartphone.

It's completely legible in direct sunlight, which aligns well with the Light Phone. For viewing in low light, there is a screen light that automatically illuminates the interface.

The E-Ink screen has some unique characteristics to the technology itself, including screen refreshes, ghosting, and a slower cadence than our smartphone screens. These characteristics are not something everyone may be used to, and using the Light Phone feels very different than a smartphone, intentionally. Below is an example (animation) of what an E-ink refresh looks like:



Does it have Bluetooth? Wifi?

Both the Light Phone II and Light Phone III have Bluetooth & wifi capabilities. Both phones also support Wifi tethering as a personal hotspot to other devices. Although there is wifi, the device will never be able to browse the internet.

Light Phone II has a 3.5mm headphone jack. Light Phone III has a USB-C charging port that can also be used as a headphone jack for USB-C wired headphones.

What about internationally?

Light Phone III is being designed as a single model for use worldwide.

There are two models of the Light Phone II optimized for various regions of the world.

Please use the compatibility checker linked below to see which Light II model is compatible with your region or carrier, and to see if Light III will work for you. We tried to verify the largest carriers in the region, but compatibility may not be limited to the carriers listed. We highly recommend double-checking the network bands with the carrier where you plan to use the device before purchasing.

Compatibility Checker

We understand how confusing this can be. You can email support@thelightphone.com if you have any specific questions.

What languages are supported?

The Light Phone II currently only supports an English keyboard/language on the device itself. You will be able to view incoming messages in a variety of languages and characters, but you can only respond to texts using an English QWERTY style keyboard. It does support additional characters as well (i.e. ä, ö, ü, ß etc.).

We expect Light Phone III will have the some capabilities as Light II.

What is included with the phone?

The Light Phone II ships unlocked. The package includes a Light-branded micro USB cable and a SIM pin. It does not include a wall adapter. Phones shipped to the US include a SIM card for the optional Light Service.

The Light Phone III will also ship unlocked, and will include a USB-c to USB-c cable and a SIM pin. It will not include a wall adapter. Phones shipped to the US will include a SIM card for the optional Light Service.

How much does it cost?

The Light Phone II costs $299. The phone does require an active, compatible SIM card, which is not included.

The Light Phone III is being offered at a discounted pre-order rate of $699 ($799 retail price). The pre-order price does not include tax or shipping.

The phones are unlocked and requires an active and compatible plan. We have optional plans starting at $25/month (+ tax). Because most of Light Phone uses very little data, our users have tended to save on monthly phone plans regardless of which carrier they choose.

Please also take note of our return policy before purchasing, which is that we can only accept returns for defective phones.

What is the return policy?

As a super small company, we can only currently take returns for manufacturer defects. This means that we can not accept returns for simply being disappointed in the product or no longer interested. Thank you for understanding.

We will always refund 100% for orders canceled before shipping.

Click here for the full return policy instructions.

What about for parents?

The Light Phone II is a great phone for parents to give to children as an alternative to a smartphone.

The Light Phone II does not display images, have a camera, an internet browser or any access to social media or other apps.

Parents can protect their children from additional tools, which are only accessible through the password-protected online Dashboard.

There is not currently a way to monitor the GPS location or phone history of a phone remotely from the dashboard website, but we are certainly open to considering other parent-oriented features like this in the future.

If we implement any parental controls for Light Phone II, we will also add them to Light Phone III.

What is carbon offsetting?

At the start of 2020 we set out to learn about the environmental impact of the Light Phone II as it relates to climate change. We began by carrying out a study focussing on carbon emissions from the different phases of our device's life, from production to disposal.

We are proud to offer the option to carbon offset your Light Phone II at the point of sale. Light matches this 1-to-1 with our users. You can read the full report and learn more about how we came to the number of 61kg of CO2 as well details about our offset partner Hudson Carbon.

As we develop Light Phone III, we will be as conscious as possible of it's impact, and will offer offsets as soon as possible.

Existing users can also retroactively offset their Light Phone III Click Here to offset on existing Light Phone II